

# FREQUENTLY ASKED QUESTIONS (FAQS)

## Email / AKO

**Q: What email address should I send my questions to?**

A: Please send all email correspondences to [A187@amedd.army.mil](mailto:A187@amedd.army.mil) ONLY.

**Q: How do I change my email address in your records?**

A: The email addresses we use were taken from ATTRS – the Army’s training system. Commonly that is an AKO email address (@us.army.mil). If you, or someone you know are not receiving my emails, please contact [A187@amedd.army.mil](mailto:A187@amedd.army.mil) to have them added to the list.

**Q: Do I need to have an AKO account?**

A: Those of you who are not savvy with using AKO, it is time to get on board. AKO is one of the Army’s major resources of mass communication, particularly email. It is also necessary to have an AKO email address to receive a CAC ID card.

**Q: I don’t remember my AKO username and/or password. How do I reset it?**

A: If you do not remember your password, need to reset your password or do not have an AKO account, please go to the AKO website (<https://www.us.army.mil>), click login, then click on the particular assistance you need.

**Q: What if I don’t have an AKO account?**

A: If you don’t have an AKO account, you are eligible for a sponsored account. Your ROTC department or recruiter should sponsor you and walk you through the setup process.

## Travel / Lodging

**Q: How much travel time am I authorized?**

A: For ground travel, the government authorizes 400 miles/day for the first day and 350 miles/day after that (e.g. a 751 mile trip is considered 3 days of travel). Most students’ orders have travel time factored into them already. For more travel information you can find the JFTR Volume 1 at: <http://www.defensetravel.dod.mil/site/travelreg.cfm>.

**Q: Am I authorized to report a few days early?**

A: Your orders will state if you are eligible to report early or not. If you are eligible, you may arrive in San Antonio/FSH prior to the report date; however, you will be responsible for paying for your hotel/lodging until the class begins. This will be reimbursed when you settle your travel voucher at your final duty location. Please call IHG (210-357-2705) prior to booking an off-post hotel. They may be able to house you on-post or off-post at a reduced rate. If you commissioned through the AECP program, please email [A187@amedd.army.mil](mailto:A187@amedd.army.mil) so we can inform lodging of your earlier arrival.

**Q: I don’t have a military ID card. How do I gain access to Fort Sam Houston?**

A: If you are driving into Fort Sam Houston you must provide the gate guard a copy of military orders, valid drivers’ license, valid insurance and vehicle registration. If arriving

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by Taxi, you will need to provide only your orders and a valid photo ID. DoD stickers are not required to access Fort Sam Houston.

**Q: Will there be a shuttle from the airport to Ft. Sam Houston on report day?**

A: No. Students are encouraged to take a taxi (210-222-2222) to Building 592 on Fort Sam Houston. This cost (approx. \$20) will be reimbursed when you get to your permanent duty station. To ensure a smooth payment, keep the taxi receipt.

**Q: I already live within 50 miles of San Antonio. Do I need to stay in lodging?**

A: No, you are required to maintain your current residence while you are in the course.

**Q: I am permanently assigned to Fort Sam Houston. Am I authorized to stay in lodging?**

A: If your orders direct you to report to your unit (e.g. BAMC) prior to the course start date, you must provide your own lodging. If your orders direct you to report AFTER the course completion date, your orders need to be amended to PCS you here prior. Please contact [A187@amedd.army.mil](mailto:A187@amedd.army.mil) if you fall in this category.

**Q: Who pays for my travel to Fort Sam Houston?**

A: You are responsible for paying for all travel expenses to get you to/from Fort Sam Houston. You will be reimbursed when you get to your final duty location. Please keep all receipts to ensure a smooth payment process.

**Q: Who pays for my lodging at Fort Sam Houston?**

A: The Army is responsible for paying your lodging for the entire duration of BOLC at no cost to you or your parent unit. If you arrive early, you are responsible for paying all lodging costs up until your report date. If you are permanently assigned to Fort Sam Houston you will receive BAH and reside off-post.

**Q: Can I bring my family with me to BOLC?**

A: Unless you are permanently assigned to Fort Sam Houston, you are not authorized to bring any dependents (a.k.a. family members) with you to BOLC. Single parents are required to establish a family care plan before attending BOLC.

### **Inprocessing**

**Q: My orders say in-processing is from 0900-1600, but my flight arrives at noon. Do I need to change my flight?**

A: No. In-processing is a 30-60 minute process and is AVAILABLE from 0900-1600. You are not required to begin in-processing at 0900. If you cannot make it to Fort Sam Houston by 1600, you will report to Building 592 for lodging and in-process the next morning. Times will be posted at BLDG 592.

**Q: I have already in-processed my unit. Do I need to do it again?**

A: Yes. The BOLC in-processing is not a typical unit in-processing. It is a STUDENT in-processing into the course and A CO, 187<sup>th</sup> Medical Battalion.

**Q: Can I get a copy of the inprocessing schedule?**

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A: You will receive a copy of the inprocessing schedule when you arrive. More information on inprocessing times will also be sent out as they become available. Please keep in mind they are subject to change.

**Q: My family members are already enrolled in DEERS. Am I still required to bring all the required documents?**

A: No, you do not need to bring all of the required documents; however every student must provide a copy of your SGLI form and DD93 (record of emergency data). If you do not have one, you will submit one during inprocessing. If you choose not to bring all the required documents, keep in mind that if any issues arise while you are here in any of these areas, you may need to access those documents. Those individuals entering the Army for the first time must have the required documentation.

**Q: I would like to transfer from the USAR / ARNG to the Active Army. What is the process?**

A: There may be a Commandants Board for Reservists/National Guardsmen interested in applying for active duty service - your Class Advisor and your Platoon Advisors will have more information for you once you begin the academic portion of training.

**Q: Do I need everything on the packing list prior to arrival?**

A: Due to the large number of students, it is strongly recommended you procure as many items as possible prior to arrival. However, we understand that many of you will not be able to acquire everything on the list before you get here. You will be afforded an opportunity to purchase these things once you arrive.

### **General Class Information**

**Q: What are my class dates?**

A: Your class dates will be listed on your orders or on ATRRS. In ATRRS, the course number is 6-8-C20B. Your AOC (military job) specific training (a.k.a. Phase 2) length may vary between 1-2 weeks. You can discuss this and other concerns with your AOC track coordinator, who you'll have an opportunity to meet at the Commanding General's Reception and/or the AMEDD Regimental Reception.

**Q: When is the BOLC Graduation?**

A: Phase 1 graduation is tentatively scheduled the last day of phase 1, in the morning. Time and location is subject to change. Family members are welcome to attend. There is no graduation ceremony for phase 2.

**Q: Do I have to have the Army Service Uniform (ASU)?**

A: Yes. The ASU is a required uniform item for all BOLC students. You will wear them during certain periods of the course. The green Class A or B uniform is not an acceptable substitute. You will have an opportunity to tailor your uniforms once you arrive at Ft. Sam Houston.

**Q: Where can I purchase uniform items?**

A: The Military Clothing Sales Store (MCSS) is located near the commissary on Wilson Rd. To purchase items without a military ID, please provide the cashier a copy of your orders and a valid photo ID.

## AMEDD BOLC Frequently Asked Questions

**Q: How much class time am I allowed to miss?**

A: There are no unexcused absences allowed in the course. Students with excused absences (sickness, admin issues, etc.) are authorized to miss up to 24 hours of class time before potentially being removed from the class. Authorization to miss class must be approved by your Class Academic Advisor/Platoon Advisor or your respective track coordinator.

**Q: I need to take my board certification while at BOLC. Is this an excused absence?**

A: Yes, Students needing to take board certifications are authorized 24 hours to do so without being penalized. Please send an email to [A187@amedd.army.mil](mailto:A187@amedd.army.mil) or your class academic advisor if this applies to you.

**Q: Am I allowed to leave the San Antonio area on weekends?**

A: You will have an opportunity to take a mileage pass on most weekends to travel home or another destination. More information regarding mileage passes/leaves will be provided during your in-processing briefs. You will not be authorized a mileage pass the first weekend of the course.

**Q: I am permanently assigned to Fort Sam Houston, but don't have official orders for BOLC. What should I do?**

A: Soldiers assigned to a unit on FSH (e.g. BAMC, D/187) will need to ensure that they bring a DA 4187 from their parent unit attaching them to Alpha Company.

**Q: How do I receive mail while at BOLC?**

A: As a student, you are authorized to sign for a mailbox at the mailroom in the basement of the academy. You will need a set of orders and a photo ID.

**Q: Can I have packages/mail sent to my mailbox before I arrive?**

A: You can have items sent to the mailroom within 7 days of your arrival. However, you will only have 3 days after your arrival to pick those items up before they are returned to sender. The address is:

Rank, Name

3630 Stanley Road

BOLC-B Class \*class number\* start date \*as listed on your orders\*

Fort Sam Houston, TX 78234